



National Finance Center Customer Notification

Date of Notification: August 5, 2011

Subject: NFC Federal Employees' Group Life Insurance Issues Update # 1 – Still Under Review

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) is sending this notification as a follow-up to a notice issued on July 26, 2011, stating that an issue occurred with the Federal Employees' Group Life Insurance (FEGLI) program deductions. The program was corrected. However, NFC is still reviewing the process to collect the under deducted amounts. Customers will be advised when further information is available. Currently, no action is required on the part of the customers.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

KJS/M5-11-104/127

"Tip of the Week"

When a Quick Service Request (QSR) is processed in SPPS Mainframe, agencies are reminded to transmit a T&A for the pay period of the QSR along with the next pay period's T&A.